Automated Commercial Environment—Requirements Recommendation

Date:	August 1, 2001
Number:	ACT–006 Contact Log (Final Version)
Requestor:	Account Management Subcommittee
Customs Co-Chair:	(signature)
Trade Co-Chair:	(signature)

Requirement: Contact Log

a. ACE must include a Contact Log capability whereby significant interactions between the Trade and Customs are captured and recorded by Customs. The Contact Log will include the actual content of the interactions (e.g., actual emails exchanged, summary of phone conversations, site visits, port discussions) for both parties (account and Customs), as well as any after-the-fact annotations or commentary recorded by Customs. Note that a contact might be initiated by Customs or by the Trade and the Contact Log entry is then created by Customs if deemed significant. The Account Manager will be notified whenever someone else records a new contact.

b. The Contact Log must be searchable and sortable, e.g., by account, date, initiating party, person contacted. Contact entries for a given account must be linked ("threaded") such that a series of contacts regarding a specific incident or topic may be retrieved and viewed together.

This part of the requirement is CRITICAL PRIORITY.

c. The Trade requires access to the Contact Log for their own accounts, with capabilities to search for contact entries as in b. above and to view reports. Contact Log access privilege is reserved to those users with account ownership privileges and to other users as explicitly granted by an account owner.

This part of the requirement is HIGH PRIORITY.

d. The Trade requires the capability to record and maintain contact information in the Contact Log. Specifically, there must be a field for each recorded contact in which the Trade can enter its own after-the-fact annotations or commentary. In addition, the Trade can create new contact entries in order to capture interactions that have not already been recorded by Customs personnel.

This part of the requirement is MEDIUM PRIORITY.

Business Need

Both Customs and the Trade need to maintain a record of significant contacts between Customs and their accounts. The Customs Account Manager needs to capture his/her own interactions with the account and to see a record of the account's contacts with other Customs personnel. This is a valuable tool for the Customs Account Manager, particularly to be able to review how an account's problems have been addressed and resolved by Customs personnel, and how similar problems were addressed for other accounts. To avoid discrepancies and misunderstandings, the Trade and Customs should access the same contact data for a given account

Technical Need

NA

Benefits

a. When a problem occurs, the Customs Account Manager can review how similar problems were addressed/resolved for this and other accounts in order to assure fair, consistent treatment to all.

b. Customs and the Trade can have mutual understanding regarding what interactions took place, why, when, by whom, how resolved, etc.

c. Customs can see the Trade's perceptions (annotations/commentary) regarding a given situation or incident and help alleviate any misunderstanding.

d. By monitoring their Contact Log, the Trade can be assured they are receiving consistent attention and treatment.

e. The Trade can avoid repetition of a problem by reviewing previous interactions about similar topics.

Risks

None

Related Subcommittees

Priority: See Above   Critical X High   X Medium   X Low   ☐

Customs Use Only
Approved ☐   Not Approved ☐   Further Evaluation Required ☐